DEPARTMENT 18 PRODUCTIONS

THAT'S ENTERTAINMENT

Volume 17, Issue 1 September 2007

New Show Sounds Great

Well, here you go: another show! We think you're going to love this one. Packed with great songs, fun videos, and great intermissions, it should be a hit with you and your guests!

Ah, yes…the guests. Let's knock there socks off with this show. How can we do that? Easy…by making sure your audio levels are good and strong. When you walk into one of our locations, you should immediately hear the show. It's the energy of our concept! Included in this newsletter is a simple step by step approach to setting your audio levels to the company standard.

Think about it like this: when you go to a movie, there are two major components of what you're experiencing…the visuals and the soundtrack. A great soundtrack can take a movie off the charts. If you couldn't hear the soundtrack, you'd want a refund! Well, it's the same in Chuck E. Cheese's. Only, what we do is a live performance. We've got the visuals of games, sky tubes, the show, smiling faces, etc., that go along with our soundtrack. Let's turn it up to where our guests are getting the full experience.

I appreciate all that you guys do for this great performance we call Chuck E. Cheese's. Let's all work together to make the experience of our guest magical. Thanks!

Robert Gotcher









Setting Store Audio Levels

(All of the following steps should be taken prior to your store opening…or when ambient store noise is at a minimum. Show levels should be reset with every new show that comes to the location.)



1. **Set all your amps to 75% (back of amplifiers):**
    a. **Top Amp Channel 1 (Subwoofer)**
    b. **Top Amp Channel 2 – (Showroom)**
    c. **Bottom Amp Channel 1 (Kiddie)**
    d. **Bottom Amp Channel 2 (Skills)**
2. **Showroom Audio/Subwoofer mix (this is highly subjective. We are looking for good clear audio, without too much "BOOM" from the sub. Please work with your GM to determine a good level for your sub woofer.)**
    a. **Listen in your showroom. If audio sounds muddy and unclear, your subwoofer is up too loud. Bring down channel 1 on your top amp a bit to bring a better mix.**
    b. **If the audio seems too thin without much presence, your subwoofer may need to be brought up a bit (too much sub will make the audio muddy). Turn channel 1 of your top amp up a bit to bring a better mix.**
3. **Set your Show Room audio levels:**
    a. **Audio levels in your Show Room are controlled by one of the following pieces of equipment: a "Symetrix" or a "Cop", "Cop 2 Controller", or "Pal Controller". Please follow the specified directions for your particular piece of equipment below.**
    b. **SYMETRIX –**
        i. **Make sure your Manager Control Panel volume is set at 50%.**
        ii. **Now, at the front of your Symetrix, set each knob according to spec (page 12 of Studio C Tech Manual).**



            1. **Page Mic – 5%**
            2. **Sense Mic 1 – 75%**
            3. **Sense Mic 2 – 75%**
            4. **Averaging Time – 15 Seconds**
            5. **Page Over Music – 0**
            6. **Ratio Sense: Output – 1:1**
            7. **Output Gain Trim – 50%**
        iii. **Set min and max audio levels on your Symetrix**
            1. **Find someone who can stand in the middle of your showroom to measure decibel levels with your db meter (Should be set to 'Fast' and 'dbC'…set it to 70dbs when measuring Min and 90dbs when measuring the Max)**

Once your db meter person is in place, hit the 'Mode' button on the front of your Symetrix. The audio level will drop down to the Minimum level. This should be hitting at 75 dbs. If not, adjust the 'MIN' knob accordingly to bring level up or down. Once the knob is left alone for a number-

Setting Store Audio Levels (Cont.)



of seconds, it will shift to the Maximum level (this will be LOUD…or should be…don't be alarmed). Your 'MAX' level should be set at 95 dbs. Adjust the 'MAX' knob accordingly. Once this is set, the show will go back to an average audio level, which should be good and strong…but not overwhelming. If you miss the window of opportunity to set the Min or the Max, simply hit the Mode button and start over.

2. **Your Show Room Audio is set and shouldn't need to be adjusted until a new show comes your way!**

b. COP, COP 2 CONTROLLER

The Cop and Cop 2 controller are primarily used to project birthday names unto the monitor screens when a birthday show is selected. However the audio does run through them for remote volume control. On the Cop 2 Controllers there are adjustments on the front for Show Volume control and MIC volume control. No calibration is required for these units.

c. Pal Controllers

The Pal controllers found mostly in small town locations are used for remote volume control. They also have adjustments on the front for show volume control and MIC volume control. No calibration is required for this unit.

2. Check your Game Room Audio levels and tweak as necessary.

- **a. With your db meter set to "70" (Fast & dbC) check your audio levels in the game room skills area. (Remember, this should be done prior to your store opening with minimal ambient noise in order to get a proper reading.) Stand under one of your ceiling speakers and aim your db meter toward the speaker. It should be hitting between 72-74dbs. If it's good, leave it alone. If not, you must adjust the level from the back of your lower amp (channel 1 on the left!). You may want to work in a team of 2…one at the speaker and one at the amp. Tweak until the level is correct. You should not have to change this again.**
- **b. Repeat the above step for your Kiddie area. Again, the level should be hitting between 72-74dbs.**
- **c. Congrats…you've set your game room audio to spec. You rock.**

3. Mark your settings.

- **a. Now that you've set your levels, simply mark your amps with a paint marker or white out to know where the correct levels are to be set. The stronger presence of the show in the store will bring great enjoyment to both you and your guests. Thanks!**



SEPTEMBER 2007 SHOW SCHEDULE

Segment 1

- **"All Star"**
- **"Every Boy & Every Girl"**

Intermission 1

- Coke spot
- Surf's up

Segment 2

- **"Get Up, Get Down, Get Funky, Get Loose"**
- **"Back In Time"**

Intermission 2

- Eddie Coker
- Larry the technician

Segment 3

- **"Turn The Beat Around"**
- **"Happy To Be Stuck With You""**

Intermission 3

- Coke spot
- Artist Spotlight– Angel Faith

Segment 4

- **"Heart of Rock N Roll"**
- **" Magic Moment"**

Intermission 4

- Veggie Tales- "Suv Song"
- Singing cowboy

VALID SHOWS

EXISTING STAGES

September 2007 Show
Best Of CEC TV (January 2003)
Holiday Show (Version 2004)
Stage Diagnostics
Emergency Back Up Show
New Birthday (2002)
Birthday Star (2001)
Emergency Birthday
Spanish Birthday (2001)
CEC Says Live (2002)
CEC March Live (2001)
Having A Party Live (2001)
CEC Swing Live
Chuck E. Shuffle live (2006)
Bingo Live
If You're Happy & You Know It Live
Jumpin' Live
Old MacDonald Live

STUDIO C

September 2007 Show DVDs
September 2007 Show floppy
Best Of CEC TV (January 2003) DVDs
Best Of CEC TV (January 2003) floppy
Holiday Show (Version 2004) DVDs
Holiday Show (Version 2004) floppy

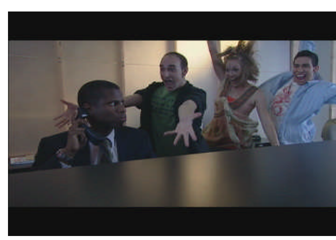
WARRANTY REPLACEMENT INFORMATION

The September show is under warranty until Sept 7th. Call (972)258-5613 for a replacement. After the warranty has expired you may order a new show from the Parts department at (785)862-6005.

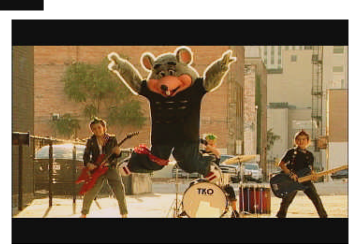
THE GALLERY OF PICTURES











Entertainment Department
Robert Gotcher
DIRECTOR

Michael Hill
STUDIO COORDINATOR

Ryan Hollingsworth
PRODUCTION SPECIALIST

DEPT 18 - THAT'S ENTERTAINMENT
(Volume 17, Issue 1 - September 2007)

Date of Origin: 2007
Archived: 1-21-13
Submission by ChuckEZone
Version 1.0